

Job Description

Job title:	Senior Human Resources Business Partner
Department:	Human Resources (Corporate Services)
Reporting to:	Assistant Director of Human Resources
Direct Responsible for:	2 x HR Business Partner, Talent Acquisition Manager, HR Services Team Leader
Location:	Manchester
Grade:	G (TBC subject to Job Evaluation)
Job purpose:	Responsible for the leadership of the Operational HR team to deliver a strategic, customer-focussed and exemplary HR service which meets the needs of the organisation. Contributes to the development of the People Strategy and deputises for the AD of HR
Main Duties:	
<ul style="list-style-type: none"> • Lead, manage and develop HR Business Partners to be trusted integrated, proactive and strategic advisors to their designated organisational areas • Lead the HR transformation agenda and the delivery of projects to support this. • Oversee the development and delivery of the new HRIS System, processes and documentation • Ensure the development and implementation of employment policies and procedures that meet the needs of the organisation • Lead, manage and develop the HR Shared Service Team leader to become the process owner and to drive continuous improvement in all transactional activities • Identify and implement initiatives to drive a forward thinking, proactive HR service and continuously improve the HR offering. • Lead, manage and develop the Talent Acquisition Manager to provide a proactive and strategic approach to resourcing and ensure the provision of a seamless and joined up end to end recruitment service. • Work closely with the HR AD to develop the People and Organisational Development Strategy and HR plan and project manage delivery. • Drive the production of appropriate HR metrics and analysis to inform business decision making • Develop relationship with trade union colleagues and lead formal trade union negotiations and consultations. • Keep abreast of all employment law changes and oversee complex cases, tribunals and legal challenges 	

- Work closely with ED&I colleagues and support the Equality, diversity, inclusion and wellbeing agenda.
- Work closely with L&D colleagues to drive organisational development with particular focus on driving culture, performance and succession planning.
- Work closely with the internal communications team to drive engagement.
- Business partner and act as a coach to Directors of the organisation

Generic Duties:

- To support and engage with change in own area and within wider PHSO.
- To participate in learning & development activity and professional development, as required, in relation to the role.
- To contribute to an environment of continuous improvement and excellence.
- To provide excellent customer service to all stakeholders.
- To take decisions in accordance with the role's delegated authority under the casework and/or non-casework delegation schemes.
- To ensure all legislative, regulatory, policy, process, procedures and guidance requirements of PHSO are adhered to.
- To promote and support the PHSO's vision and values.
- To complete any other duties commensurate with the role.

Person Specification

Essential Criteria

Knowledge

- Level 7 CIPD qualification or demonstrable similar experience and evidence of strong commitment to continuing professional development.
- Demonstrable and up-to-date technical knowledge and best practice in the key areas of Employment Law, Employee Relations, Resourcing and Talent Management, Learning & Development, Reward, Performance Management and Organisation Development.
- Sound knowledge of leadership and people management practices.

Experience

- Leading operational HR teams.
- Partnering with senior management teams in a generalist HR role.
- A track record for building strong professional relationships and credibility.
- Successfully delivering a range of HR initiatives in support of a wider HR strategy.
- Dealing with a range of complex HR issues.
- Building trade union relationships and leading formal negotiations and consultations.
- A proven ability in performance management and coaching.
- Working in a customer-focused environment, demonstrating empathy.

Skills

- Excellent leadership skills.
- Excellent project management skills
- Courage to challenge and ability to influence others
- Excellent communication skills, including the ability to present information and tell compelling stories in order to build senior management engagement around a range of HR initiatives.
- Coaching and mentoring skills
- Ability to analyse a range of data, including statistical information interpreting and bringing insight to a range of business and organisational issues.
- Ability to work collaboratively and apply feedback.
- Good problem-solving skills.
- IT literate
- Self motivated

Competencies

Engaging People

Communicating Effectively

Communicates ideas and information effectively, both orally and in writing. Uses language and a style of communication that is appropriate to the situation and people concerned.

Team Working, Diversity and Inclusion

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. Creates an inclusive environment, one from which all staff can benefit, contribute and feel valued.

Customer Focus

Provides excellent services to meet internal and external customer needs. Understands the needs and perspective of the customer and looks for ways to adopt an approach during each stage of the process that is tailored and sensitive to their case or circumstance.

Organisational and External Sensitivity

Continuous Improvement

Continually look to improve skills, knowledge and ways of working and seeking ways to improve efficiency and value.

Managing Change

Continues to perform an acceptable standard during times of change. Maintains awareness of a constantly changing business environment and shows a desire to listen and be part of new ideas.

Organisational Awareness

This is about understanding the political landscape in which PHSO operates and some of the challenges we face in our aim to become an exemplary Ombudsman.

Delivering Results

Negotiating and Influencing

Sells the benefits of the position they are proposing, and negotiates to find solutions that everyone will accept.

Planning and Quality Focus

Plans activities to make sure resources are used effectively whilst ensuring quality is not compromised.

Creative and Analytical Thinking

Is able to analyse situations, diagnose problems, establish and evaluate alternative courses of action and produce practical and acceptable solutions. Continually seeks out ways of improving processes by problem solving to identify the root cause before making a decision.

Leadership

Maximising Potential

Actively encourages, and supports the development of self and others. Motivates and empowers others to achieve organisational goals. Creates an environment in which people take ownership of their own career progression, taking remedial action where needed while acknowledging and celebrating success.

Decision Making

Looks at issues with a broad view to achieve the organisations goals. Thinks ahead and prepares for the future.

Strategic Vision & Thinking

Using and understanding the bigger picture to uncover potential challenges and opportunities for the long term, and turning these into a compelling vision for action.



This job description is not intended to be exclusive or exhaustive. It is an outline indication of the areas of activity and may be amended to reflect the changing needs of the organisation. Post-holders are expected to undertake other duties and responsibilities commensurate with the nature, level, scope and grade of the post.